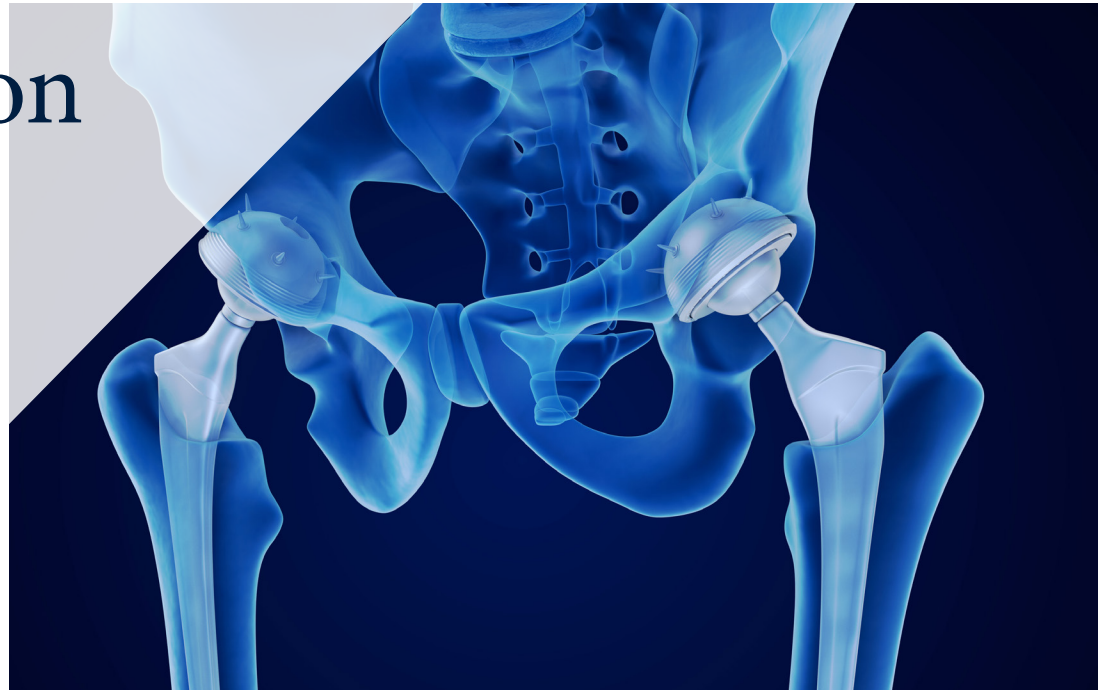


Spotlight on Success

McKay Dee Hospital



Joint Commission Advanced Total Hip and Total Knee Replacement Certification Helps Ensure Consistent Care and the Best Possible Outcomes for Joint Replacement Patients.

According to the American Academy of Orthopedic Surgeons, over the next 20 years hip replacements are expected to grow by 174% and knee replacements by 673%. McKay-Dee Hospital Center in Ogden, Utah believes as volumes increase it is important to have consistent policies and procedures to provide optimal, consistent care from pre-surgical consultation to post-operative care.

Q: Why did you choose to go from core Joint Commission certification for joint replacement to advanced certification for joint replacement?

A: Our core Joint Commission certification laid the foundation for us. We were familiar with all the standards and performance improvement measurements but we felt the advanced certification looked at the entire patient experience from when they were diagnosed in the doctor's office, scheduled for surgery, through discharge and rehabilitation. We had to pull together as a service line and look at the complete patient journey.



“Our multidisciplinary work group was critical to achieving advanced certification. We learned early in the process to value each member of the workgroup. It required everyone to work together, help each other, and listen to one another. Through certification, we feel we have made huge strides in accomplishing better care for our patients.”

Evelyn Chapman, RN
Clinical Program Coordinator
McKay-Dee Hospital Center

Q: How long did you prepare for the transition from core to advanced certification?

A: We started the process almost a year before receiving the certification. We applied for the advanced certification in May of 2017 and began meeting regularly with an expanded workgroup. Our Joint Commission reviewer was onsite in February of 2018 but we had some improvements we needed to make before we could get full certification. We felt that was a good experience because it showed us where we could improve for our patients. Then we were certified in April of 2018.

Q: What resources did you need to be successful in receiving advanced certification?

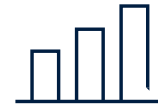
A: Having support from administration was key to achieving the advanced certification. A representative from administration would attend the workgroup meetings and check in on progress regularly. As the Clinical Program Coordinator for total joint replacement, I felt that the Joint Commission website and my account representative were invaluable. The information on the website helped me capture the overall vision and what individual steps we needed to take to succeed. My account representative was especially helpful in finding me the standard resources on E-dition. Both those sources helped drive what we were doing and affirm that we were doing it in the right way.

Q: What did you learn from The Joint Commission's onsite review?

A: We had a wonderful reviewer that was a retired orthopedic surgeon. McKay-Dee Hospital is a part of the Intermountain Healthcare organization and they are dedicated to the education of our staff, but we realized that we could be doing better. The reviewer suggested that our pre-op and post-op nurses observe joint replacement surgery so they can better address patient questions.

The reviewer also conducted tracers in each of the areas that the patient visits. Not only would they physically walk through the area, they would review the standards in each area. The tracer rounds were very thorough. They walked through the patient journey and looked at every discipline, including case management, physical therapy, and dietary. We thought it was a great learning experience and it involved everyone that was involved in our multi-disciplinary workgroup.

For more information on Joint Commission certification, please call (630) 792-5291.



IMPROVED PERFORMANCE MEASURES

McKay-Dee Hospital Center saw improvement in the standardized performance measures. The standard of using regional anesthesia rather than general has improved significantly and work still continues on improvement for charting when regional anesthesia is not used. The performance measure of ambulation on day of survey started at about 50 percent several years ago and it is now consistently over 90 percent. After advanced certification, McKay-Dee Hospital Center now discharges more than 90 percent of patients directly to home, compared to just 25 percent two years ago.



IMPROVED RECRUITING

Orthopedic physicians and nurses considering McKay-Dee Hospital Center for a career, specifically look for Joint Commission Advanced Certification in Hip and Knee Replacement. It serves as a differentiator in the Ogden, Utah employment market.



CONSISTENT CARE AND IMPROVED OUTCOMES

The process of moving from core Hip and Knee Replacement certification to the Advanced program created a multidisciplinary team that examined the patient journey from diagnoses, through surgery, discharge and rehabilitation. This team unified the service line and created better care through standardization using Joint Commission standards.